



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

INFORMATIONAL LETTER NO.1475

DATE: January 20, 2015

TO: Iowa Medicaid Home and Community Based Services (HCBS) Providers, Targeted Case Managers, Case Managers, Service Workers, and Pediatric Integrated Health Home (PIHH) Care Coordinators

FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: HCBS Waiver Incident Report Training

HCBS Quality Oversight will conduct a web-based training session regarding Iowa Administrative Code Chapter 77 major incident reporting requirements involving enrolled members of HCBS Waiver and Money Follows the Person (MFP) programs.

HCBS waiver service providers, case managers, targeted case managers, service workers, and PIHH care coordinators are required to submit an incident report to the Bureau of Long Term Care, via the [Iowa Medicaid Portal Access](#)¹ (IMPA) system, when a major incident has been witnessed or discovered. If the targeted case manager, case manager, or PIHH care coordinator is not certain a major incident has been reported by a member's provider, please ensure the report is submitted either through communication with the service provider or by personally submitting the incident report via IMPA.

A webinar will be conducted by the HCBS Incident and Complaint Specialist on **Tuesday, January 27, 2015, from 10:00-11:15 a.m.** The training will address reporting requirements including expected time frames for reporting, method for reporting, usage of IMPA, and technical assistance related to major incident reporting. Reserve your Webinar seat now for the [HCBS Waiver Incident Reporting Training](#)².

The webinar will be recorded and available for training in the future. A frequently asked question (FAQ) document will be developed based on questions received and posted on the DHS website at a later date.

Questions regarding this letter should be directed to the HCBS Incident and Complaint Specialist at hcbsir@dhs.state.ia.us.

¹ [https://secureapp.dhs.state.ia.us/impd/\(S\(1jysn0tui5ffd2hmjswkl1ic\)\)/Default.aspx](https://secureapp.dhs.state.ia.us/impd/(S(1jysn0tui5ffd2hmjswkl1ic))/Default.aspx)

² <https://attendee.gotowebinar.com/register/1150433673435245825>